

# STATE OF INDIANA



INDIANA UTILITY REGULATORY COMMISSION  
302 W. WASHINGTON STREET, SUITE E-306  
INDIANAPOLIS, INDIANA 46204-2764

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**IN RE THE MATTER OF THE )  
COMMISSION INVESTIGATION )  
INTO THE SERVICE QUALITY )  
OF INDIANA BELL TELEPHONE )  
CO., INC. D/B/A AMERITECH )  
INDIANA UNDER IC § 8-1-2-4; )  
IC § 8-1-2-58; AND 170 IAC 7-1.1 )**

**CAUSE NO. 41911 S-1**

**FILED**

**FEB 03 2003**

INDIANA UTILITY  
REGULATORY COMMISSION

You are hereby notified that on this date the Indiana Utility Regulatory Commission ("Commission") made the following entry in this Cause:

On January 21, 2003, Indiana Bell Telephone Company, Incorporated, ("SBC Indiana" or "SBC"), by counsel, on behalf of itself, the Indiana Office of the Utility Consumer Counselor ("OUCC") and Residential Customers, filed a *Joint Motion to Revise Procedural Schedule* ("Joint Motion") in this Cause. The Presiding Officers subsequently issued a Docket Entry which in which they approved the Joint Motion.

The current procedural schedule is as follows: (i) SBC Indiana shall file an amended Action Plan with the Commission on or before February 12, 2003; (ii) the OUCC and Residential customers shall file comments in response to SBC Indiana's amended Action Plan, on or before February 21, 2003; (ii) SBC Indiana shall file a reply to the comments of the OUCC and Residential Customers on or before March 7, 2003; and, the Evidentiary Hearing in this matter shall be conducted on March 17, 2003, at 9:30 a.m. EST in Room E-306 of the Indiana Government Center South, Indianapolis, Indiana.

The Presiding Officers recognize that the Parties are continuing their efforts to resolve as many issues as possible by agreement in preparation for the upcoming Evidentiary Hearing in this Cause. The Presiding Officers also recognize that current and anticipated staffing levels by SBC, in the State of Indiana, could directly impact SBC Indiana's ability to effectively implement the service quality initiatives contained in the Action Plan. As this information is not reflected in the Action Plan, the Presiding Officers have determined that in order to supplement the record in this Cause, SBC should provide the following information to the Commission:

1. Number of employees affected by reductions in force made by Indiana Bell Telephone Company, Ameritech Indiana, and/or SBC in the State of Indiana from January 1, 2002-present;
2. Exact dates of all reductions in force made during this period;

3. A description of each position, its respective business unit, and the exact responsibilities of the position for which reductions in force were made. Please distinguish between union and non-union positions.
4. An indication of any anticipated reductions in force during 2003, with a description of each position, its business unit, and the exact responsibilities of each position. Please distinguish between union and non-union positions and include the anticipated date(s) of any reduction in force.

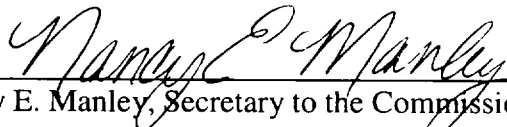
This information should be provided by SBC Indiana, along with the amended Action Plan, on February 12, 2003.

**IT IS SO ORDERED.**

  
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William D. McCarty, Chairman

  
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Scott R. Storms, Chief Administrative Law Judge

2/3/03  
\_\_\_\_\_  
Date

  
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Nancy E. Manley, Secretary to the Commission